HEALTH
INFORMATION
DESIGNS

Rx SENTRY®

Training Guide for Arizona Practitioners

Arizona State Board of Pharmacy
Prescription Drug Monitoring Program

June 2012

Contents

1   Document Overview

Purpose and Contents

The *RxSentry*® *Training Guide for Arizona Practitioners* serves as a step-by-step training guide for medical practitioners and prescribers using RxSentry for querying purposes. It includes such topics as:

- Creating query requests
- Viewing query request status
- Generating reports

2   System Overview

About the RxSentry Prescription Drug Monitoring Program

The RxSentry Prescription Drug Monitoring Program is a Web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs.

The system materially assists state regulators and practitioners authorized to prescribe and dispense controlled substances in the prevention of diversion, abuse, and misuse of controlled substance prescription medication.

The use of data collected through RxSentry allows for the provision of education and information, early intervention, prevention of diversion, investigation, and enforcement of existing laws governing the use of controlled substances.

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs.
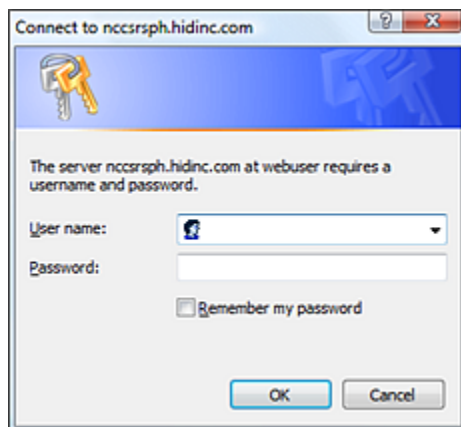
Note: For the purposes of this document, the RxSentry Prescription Drug Monitoring Program is referred to as RxSentry.

3 Using RxSentry

Logging On to RxSentry

Perform the following steps to log on to RxSentry:

1 Open an Internet browser window and type the following URL in the address bar: https://azcspmp-ph.hidinc.com. The following window is displayed:

2 Type your user name in the **User name** field.

3 Type your password in the **Password** field.

4 Click **OK**. A window similar to the following is displayed:

The left side of window contains the RxSentry menu, and the right side of the window contains the results of the menu function selected.

Practitioner/Pharmacist Query

This function is used to create queries that can be used to report information about recipient usage of controlled substances, including medical marijuana.

Perform the following steps to create a query:

1 Log on to RxSentry.

2 From the home page, click **Practitioner/Pharmacist Query**. The following window is displayed:

Practitioner/Pharmacist Query
Arizona Liability statement for Provider access
I certify that I am have been approved by the State to access information in the controlled substance database.
I certify that the patient on whom I am requesting information is a current or prospective patient of mine or is a patient whom I am evaluating. I understand inappropriate access or disclosure of this information is a violation of state law and may result in disciplinary action by my licensing board and/or revocation of database access privileges.
☐ I accept the above conditions
Disclaimer: The information in this system may contain errors resulting from how the information was entered into the data file. Controlled Substance Reporting System staff suggests that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.
You MUST accept the above conditions before you can continue

You may query any recipient name, but before you can view the results of the query, you must authenticate the query by indicating the query is for a valid reason and that you have the potential to provide a service to the recipient's name that is being queried.

Note: Without selecting the **I accept the above conditions** check box, you will not be able to access the Practitioner/Pharmacist Query screen.

3 Select the **I accept the above conditions** check box. A window similar to the following is displayed:

	Practitioner/Pharmacist Query			
Report Format:	Recipient Query			
	Name Selection	**Demographic Focus**	**County Selection**	**Zipcode Selection (blank for all)**
Recipient *Last Name *First Name	Begins with / Sounds like / Fastest: Last Name = and First Name Begins	**Gender** All ▾ ***Target DOB** mm/dd/yyyy **Within** Exact Match ▾	Statewide / Apache / Cochise / Coconino Select statewide for best results	
	Primary Address:		**City:**	
	Other Address 1:		**City:**	
	Other Address 2:		**City:**	
	***Dispensed Timeframe From:** 05/02/2011 mm/dd/yyyy		***Dispensed Timeframe To:** 05/01/2012 mm/dd/yyyy	
*Required Field All required fields must be filled in. However, for the best search results, fill in as many fields as possible.				
		Submit		

4 Complete the information on the **Practitioner/Pharmacist Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Recipient Name Last	(Required) Type the recipient's last name. You may use the "Begins with" or "Sounds like" options if the actual last name is not known. You may also search for a specific recipients by using partial text, for example, type *Smi* to display a list of recipients containing "Smi" in the first three letters of their last name.
Recipient Name First	(Required) Type the recipient's first name. You may use the "Begins with" or "Sounds like" options if the actual first name is not known. You may also search for a specific recipient by using partial text, for example, type *Tho* to display a list of recipients containing "Tho" in the first three letters of their first name.
Gender	Click the down arrow and select the gender of the recipient to include in your search.
Target DOB	(Required) Type the recipient's date of birth using the *mm/dd/yyyy* format.
Within	Used in conjunction with the **Date of Birth** field to specify a time range within which to match the date of birth.
County Selection	Narrow your search by selecting a specific county name, or select "Statewide" to produce a wider range of results.
Zipcode selection	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe From	(Required) Use this field to enter a specific dispensing time frame start date, for example: *01/01/2011*.
Dispensed Timeframe To	(Required) Use this field to enter a specific dispensing time frame end date, for example: *01/31/2011*.

5 Once all criteria has been entered or selected, click **Submit**. A window similar to the following is displayed:

Note: If a recipient has a medical marijuana card, the indicator (MMC) will display next to the recipient's name:

If a recipient with an MMC is selected for the query/report, the MMC indicator also displays on the online and printed reports.

6   From the **Recipient Report** section of this window, click the desired recipient's name. By default all recipients listed are selected. To select specific recipients from the list:

- Select a single value by clicking the value.
- Select multiple values, listed consecutively, by clicking the first value, holding down the **[Shift]** key, and then clicking the last value.
- Select multiple values, not listed consecutively, by holding down the **[Ctrl]** key while clicking each value.

7   Select either the **Sort by Date Only** or the **Sort by Recipient by Date** option, and then click **Request**.

A window similar to the following is displayed:

Search results can be sorted by clicking the column headers that are blue hyperlinks (**Date Dispensed**, **Prescriber**, and **Dispenser**).

8   To create a PDF of your search results, click **Generate Report**. A message similar to the following is displayed:

Query 14121 has been created. View Query Status to retrieve report when query finishes running.

Note: The query will remain in the database for 14 days, after which it will be automatically removed.

Continue to View Query Status.

Multiple State Query

The Multiple State Query is used to create queries that can be used to report information about recipient usage of controlled substances, including medical marijuana, for recipients in multiple states.

Notes:

- The Multiple State Query should not be used if the only data needed is from the home state.
- Information regarding medical marijuana may not be available for recipients in all states.

Perform the following steps to create a Multiple State Query:

1   Log on to RxSentry.

2   From the home page, click **Multiple State Query**. The following window is displayed:

Multiple State Query
Arizona Liability statement for Provider access
I certify that I am have been approved by the State to access information in the controlled substance database.
I certify that the patient on whom I am requesting information is a current or prospective patient of mine or is a patient whom I am evaluating. I understand inappropriate access or disclosure of this information is a violation of state law and may result in disciplinary action by my licensing board and/or revocation of database access privileges.
☐   I accept the above conditions
Disclaimer: The information in this system may contain errors resulting from how the information was entered into the data file. Controlled Substance Reporting System staff suggests that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.
You MUST accept the above conditions before you can continue

You may query any recipient name, but before you can view the results of the query, you must authenticate the query by indicating the query is for a valid reason and that you have the potential to provide a service to the recipient's name that is being queried.

Note: Without selecting the **I accept the above conditions** check box, you will not be able to access the Multiple State Query screen.

3   Select the **I accept the above conditions** check box.

A window similar to the following is displayed:

Multiple State Query
Request Information
* **Disclosing State(s):**	North Dakota / South Carolina / Kansas / Arizona
Requestor Role:	Physician
Recipient Information
* **Last Name:**	
* **First Name:**	
Identifier (SSN, Driver's License #, etc.):	
* **Date of Birth:**	(mm/dd/yyyy)
Gender:	All
Street Address:	
City:	
State:	All states
Zip Code (Blank for all):	
Dispensed Timeframe
* **From:**	06/21/2011 (mm/dd/yyyy)
* **To:**	06/20/2012 (mm/dd/yyyy)
Sorting Options
○ SORT by Date Only
● SORT by Recipient by Date
☑ Group results by state
Submit   * Required Information

4   Complete the information on the **Multiple State Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Disclosing State(s)	(Required) Select the state(s) you wish to include in the query. **Notes**: ▪ The multiple state query should always include the home state. ▪ You may select multiple states by holding down the [Ctrl] key while clicking each value.
Requestor Role	This field is automatically populated with your RxSentry user role, for example, "Physician."
Recipient Name Last	(Required) Type the recipient's exact last name. Unlike practitioner/pharmacist queries, multiple state queries do not allow partial name matching. **Note**: Although multiple state queries do not support partial name matching, the system will return clustered results. For example, if you create a query for John Smith, DOB 01/01/1970, and there is a matching name that has been clustered with Johnny Smith, DOB 01/01/1971, both names will be returned in your report results.
Recipient Name First	(Required) Type the recipient's exact first name. Unlike practitioner/pharmacist queries, multiple state queries do not allow partial name matching.
Identifier	Type the recipient's identification number (social security number, driver's license number, etc.), if available.

Field Name	Usage
Date of Birth	(Required) Type the recipient's date of birth using the *mm/dd/yyyy* format.
Gender	Click the down arrow and select the gender of the recipients to include in your search. If in doubt, select the "All" option.
Street Address	Type the recipient's street address, if known, or leave this field blank to produce a wider range of results.
City	Type the recipient's city, if known, or leave this field blank to produce a wider range of results.
State	Click the down arrow and select the recipient's state, or select "All States" to produce a wider range of results.
Zip Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe From	(Required) Use this field to enter a specific start date for the dispensing time frame, for example, *01/01/2009*.
Dispensed Timeframe To	(Required) Use this field to enter a specific end date for the dispensing time frame, for example, *01/31/2009*.
Sorting Options	Click to select one of the following sort options: ▪ Sort by Date Only ▪ Sort by Recipient by Date
Group results by state	Select this option to sort results by state, or leave blank to view all results in one table.

Table 1 – Multiple State Query Window Field Descriptions

5 Once all criteria has been entered or selected, click **Submit**.

A **Recipient Report** is displayed for each state you included in your query, similar to the following:

Note: In the above screen shot, the **Group results by state** option was selected.

6   To create a PDF of your search results, click **Generate Report**, and then continue
to View Query Status.

View Query Status

This function allows you to check the status of a submitted query. The **Status** column
on the **View Report Queue** window displays one of the following query statuses:

▪   **Approved/Queued** – the query has been approved and is processing.

▪   **Approved/Done** – the query has been approved, processed, and is available for
viewing.

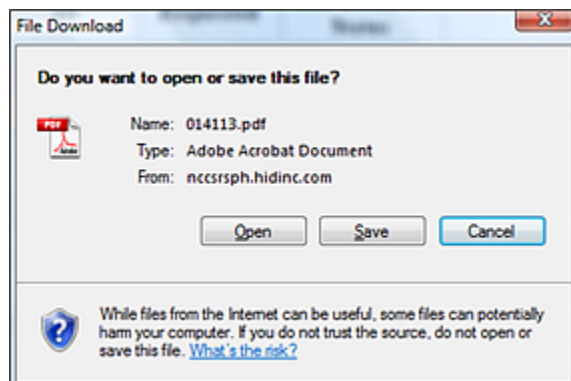Perform the following steps to view the status of a query or several queries:

1   Log on to RxSentry.

2   From the home page, click **View Query Status**.

A window similar to the following is displayed:

Query Number	Job Sequence ID	Date Requested	Query Status/ Job Creation Status	Report Desc Or Denial Reason	Output
3137	14113	02/05/08	Approved / Done	Recipient Report SMITH, THOMAS - DOB: 10/25/1965 - 815 Gerard St Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3138	14121	02/05/08	Approved / Done	Recipient Report JONES, JAMES - DOB: 04/26/1968 - 100 Fir Ct Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3140	14131	02/05/08	Approved / Done	Recipient Report SMITH, LINDA - DOB: 04/15/1961 - 408 Milton Marsh Rd Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3141	14133	02/05/08	Approved / Queued	Recipient Report SMITH, LARRY - DOB: 02/03/1964 - 521 E Main St Dispensed From 01/01/2007 to 01/31/2007	file-pdf

Request Status   prod

Note: The output format for all reports is portable document format (PDF).

3   If the report is ready for viewing, the **Job Sequence ID** field contains a hyperlink to
the report. Click the hyperlink for the desired report. A window similar to the
following is displayed:

File Download

Do you want to open or save this file?

Name: 014113.pdf
Type: Adobe Acrobat Document
From: nccsrsph.hidinc.com

Open   Save   Cancel

While files from the Internet can be useful, some files can potentially
harm your computer. If you do not trust the source, do not open or
save this file. What's the risk?

4   Perform one of the following actions:

- Click **Open** to open the report for viewing.
- Click **Save** to save the report to a specific location for viewing at a later time.
- Click **Cancel** to return to the previous window.

4   Assistance and Support

Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact HID at azpdm-info@hidinc.com

Or

Call 1-866-792-3149

Technical assistance is available from 8:00 am – 5:00 pm CT (Central Time).

Administrative Assistance

If you have any non-technical questions regarding the Arizona Controlled Substance Prescription Monitoring Program, please contact:

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Arizona State Board of Pharmacy
1616 W. Adams, suite 120
Phoenix, AZ 85007
(602) 771-2744; fax (602) 771-2749
dwright@azpharmacy.gov
Mailing address: P.O. Box 18520
                              Phoenix, AZ 85005

5   Document Information

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Formatting Conventions

The following formatting conventions are used throughout this document.

Format	Used to Designate…
Bold	References to execution buttons, windows, file names, menus, icons, or options
Times New Roman Italic	Text you must type in a field or window, for example, *\\server_name\printer_name for a network printer*
Blue underlined text	Hyperlinks to other sections of this document or external websites
Italic text	Reference to this document, external document, or external resource

Table 2 – Text Formats

Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

Publication Date	Version Number	Comments
09/01/2008	1.0	Initial delivery
08/10/2010	1.1	Revised publication
09/06/2011	1.2	Revised publication
04/13/2012	1.3	Revised publication
05/01/2012	1.4	Revised publication
06/20/2012	1.5	Revised publication

Table 3 – Document Version History

Change Log

The Change Log records the changes and enhancements included in each version.

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 4/Assistance and Support	"Technical Assistance" topic modified to change support hours to 8:00 am – 5:00 pm CT
1.2	Chapter 3/Practitioner-Pharmacist Query	Added information about medical marijuana card (MMC) indicators
1.3	Chapter 4/Administrative Assistance	Updated ASBP physical address and added mailing address
1.4	Chapter 3/PMPI Query	Added new topic
1.5	Chapter 3/Multiple State Query	• Changed "PMPI Query" to "Multiple State Query" • Added sort options

Table 4 – Document Change Log